ALBERTA CAREER DEVELOPMENT AND EMPLOYMENT

ANNUAL REPORT FISCAL YEAR 1990 1991

92-07956/

Alberta
CAREER DEVELOPMENT
AND EMPLOYMENT

OFFICE OF THE MINISTER

January 1992

The Honourable Dr. David Carter
Speaker, Legislative Assembly of Alberta
325 Legislature Building,
Edmonton, Alberta
T5K 2B6

Mr. Speaker,

I am pleased to present the Annual Report of the Department of Career Development and Employment for the fiscal period April 1, 1990 to March 31, 1991.

Respectfully submitted,

Norm A. Weiss
Minister
Career Development and Employment

Alberta
CAREER DEVELOPMENT
AND EMPLOYMENT

January 1992

The Honourable Norm Weiss
Minister
Career Development and Employment
404 Legislature Building,
Edmonton, Alberta
T5K 2B6

Sir:

I have the honour to present to you the Annual Report of the Department of Career Development and Employment, which provides details of the operations for the fiscal year April 1, 1990 to March 31, 1991.

Respectfully submitted,

Al N. Craig
Deputy Minister

ORGANIZATION CHART

DEPUTY MINISTER'S REPORT AND HIGHLIGHTS OF 1990-91

We live in a competitive world. Alberta Career Development and Employment endeavors to provide Albertans with the opportunities and services that will enhance their employment potential and in turn, support our province's social and economic well-being. A well-trained workforce will ensure Alberta is on the leading edge in the world marketplace.

Our Department produces up-to-date analysis of labour force information on current and anticipated labour force trends. This information, when combined with economic data, enables us to evaluate our programs and services and plan for the labour marketplace of the future.

In 1990-91, labour market conditions in Alberta significantly improved. Our province's participation rate in the labour market was rated best overall in Canada with 671 of every 1,000 working age Albertans active in the workforce. Unemployment in Alberta also dropped to its lowest level since 1982.

Providing access to training and employment programs and services is a key goal of Alberta Career Development and Employment. Through constant review and analysis of existing Departmental resources, we aim to ensure that individuals, employers and organizations receive programs that respond to current and future workforce requirements.

We are committed to working with partners. The Department, in cooperation with the federal government, industry, communities and individuals, has tailored services and programs to meet the changing needs of Albertans and prepare them for the challenges of the future.

To help meet these challenges, Field Services adjusted the boundaries of the existing three regions in 1990 to create four regional jurisdictions: Calgary, Edmonton, North and South. This change served as the catalyst in launching a five point quality program and service delivery plan, encompassing a system of customer feedback, for Career Development Centres across the province.

A number of exciting initiatives were undertaken in 1990-91 including: the organization and hosting of the Interprovincial/ Territorial Labour Market Matters Committee; coordination of the Department's Labour Market Strategy; and, proceeding with negotiations designed to conclude a major Canada/ Alberta Immigration Agreement.

The Apprenticeship and Trade Certification Division focused on the preparation of draft legislation for introduction in to the 1991 spring session of the Legislature. An integral aspect of this effort involved soliciting and assessing industry and public feedback from a variety of sources which were invaluable in modifying the draft legislation to meet the needs of all stakeholders.

As head of the industry advisory network, the Apprenticeship and Industry Training Board covered apprenticeship and trade certification matters for 53 designated trades and provided counsel on major issues such as the proposed legislation.

The Department, recognizing the importance of electronic data and information processing to organizational effectiveness and productivity, embarked on a major three year automation initiative during 1990-91. This included a review and modification of the planning and management framework within the Department and lead to the creation of a separate Information Technology Services Branch.

After an extensive examination of a microcomputer-based position/job analysis system designed by Personnel Decisions Incorporated of Minneapolis, the

Human Resource Services branch implemented a major pilot project within the Department with the objective of automating, standardizing, and making more efficient use of position information for classification and career development decisions.

Alberta Career Development and Employment also participates in a variety of noteworthy special events each year— the most significant being Canada Career Week, November 4 - 10, and Immigration Week.

We are in the business of serving Albertans. In light of our rapidly changing world marketplace, we will continue, over the course of the next fiscal year, to concentrate on longer term training initiatives to better serve the needs of Albertans. We are committed to promoting a training culture within our province that will maintain Alberta's competitive edge in the marketplace of the future.

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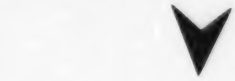

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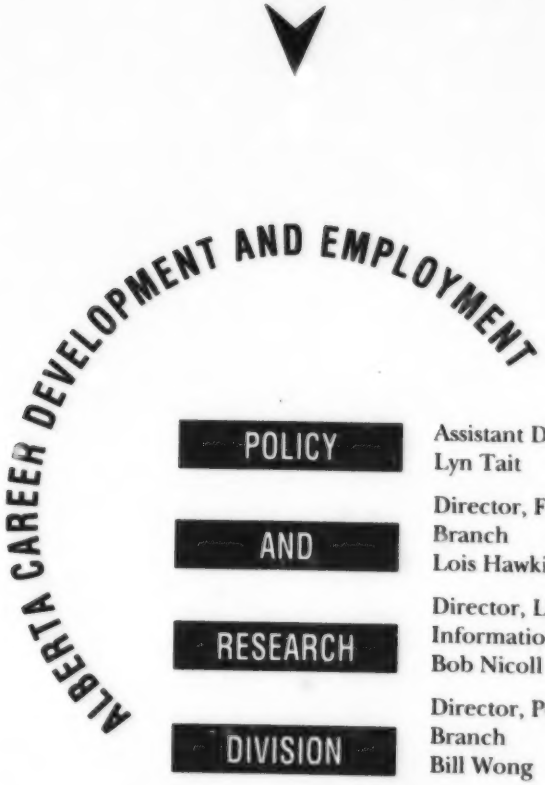


Assistant Deputy Minister
Lyn Tait

Director, Federal/Provincial Activities Branch
Lois Hawkins

Director, Labour Market Research and Information Branch
Bob Nicoll

Director, Policy and Evaluation Projects Branch
Bill Wong

Director, Information Development and Marketing Branch
Bev MacKeen

Director, Policy Development Branch
Wendy Fox (acting)

POLICY AND RESEARCH DIVISION

MANDATE

The Policy and Research Division is responsible for developing innovative labour market policies, strategies and programs for Alberta; monitoring and assessing relevant economic, social, demographic and regional conditions and trends to support government planning; and evaluating departmental programs and services.

ROLE

The division seeks to ensure that the department's policies and programs are designed to respond to Alberta's economic strategies and the needs of the provincial labour market. Each of the division's functional sectors had particular responsibilities with respect to the activities necessary to fulfill this role. An explanation of these activities follows.

*** NOTE:** On November 1, 1990, the Policy and Program Development Division and the Labour Market Research Division were amalgamated to form the new Policy and Research Division.

Policy Development Branch

The Policy Development Branch is responsible for the development and ongoing review of policy positions on labour market issues. The branch is involved in a variety of activities including environmental scanning, preparation of Ministerial briefing books and support for the departmental planning process. The branch was formed in January 1991 and has been involved in the development of Career Development and Employment's Labour Market Strategy and examination of human resource development policy as it relates to Alberta's competitiveness.

Policy and Evaluation Projects Branch

(formerly called Labour Market Program Evaluation Branch and Training and Employment Programs Branch)

During 1990, Labour Market Program Evaluation Branch activities (under the former Labour Market Research Division) were directed towards program evaluation, demography and immigration. Several evaluations were undertaken or completed relating to various programs and/or services in the department.

DIVISIONAL ACTIVITIES

The Training and Employment Programs Branch co-ordinated the development of the department's 1990 Labour Market Strategy. More specific planning and development of initiatives were aimed at assisting disadvantaged Albertans to strengthen their ability to participate successfully in the labour market.

In December 1990, these two branches were merged into the Policy and Evaluation Programs Branch. The branch's mandate was expanded to include policy and program implementation, as well as evaluation of department policies/programs. Under its new mandate, the branch has become involved in two new departmental initiatives, Skills Alberta and Job Readiness, as well as evaluation of departmental programs and services.

Federal/Provincial Activities Branch

The Federal/Provincial Activities Branch evolved from a small unit originally responsible for the duties of lead province for labour market matters. As lead province for 1990-91, Alberta assumed the responsibilities of organizing and hosting the Interprovincial/Territorial Labour Market Matters Committee.

The Federal/Provincial Activities Branch has lead responsibilities for the negotiations of the Labour Force Development Agreement and the Social Assistance Recipients Agreement, the establishment of Social Allowance Recipients Management Committee and the development of a federal/provincial strategy for Career Development and Employment. The branch also monitors labour market initiatives of the federal government as well as other provinces and territories, and has established a network of contacts among the different jurisdictions. The branch works in close co-operation with the Department of Federal and Intergovernmental Affairs and the federal/provincial branch of other government departments.

Labour Market Research and Information Branch

(formerly called Labour Market Statistics Branch)

Between March 1, 1990 and November 30, 1990, the branch was involved in collecting, developing and analyzing data on labour market trends and condi-

tions in Alberta. This included monitoring employment trends and unemployment statistics in the province and its regions, as well as industries and occupations. Other activities included maintaining occupational trends and enhancing available regional statistics. In addition, the branch also monitored labour market research being undertaken by other jurisdictions.

In December 1990, the branch expanded its mandate to include analysis of client groups. New activities included analysis of occupational requirements of Alberta's major resource projects and follow-up research concerning graduates of Alberta colleges and technical institutions.

Information Development and Marketing Branch

The Information Development and Marketing Branch (formerly Career Programs and Resources) is responsible for assisting Albertans in making informed labour market decisions through the provision of current and meaningful information. The overall purpose of the branch is to foster awareness of labour market trends and issues, to improve understanding, and increase the use by all Albertans of general and specific labour market information.

The branch has taken on additional functions in the development and distribution of labour market information for today's workforce. It is building a "user friendly" labour force information system. By making such information usable, functional and timely, Information Development and Marketing will ensure that pertinent labour market information is readily accessible to all Albertans.

Within the marketing and distribution functions of the branch, staff are involved in organizing and representing the branch at conferences and seminars. It also plays a major role in co-ordinating Canada Career Week activities. Training career planning practitioners in the use of workshop materials produced by Information Development and Marketing, and providing consulting services in specific areas to career development practitioners, employers and community agencies is also a major responsibility assumed by branch staff.

Executive Director
Don W. Bell

Director, Programs Support and Registrar Branch
Peter Friedrich

Director, Program Development and Standards Branch
Bob Spencer

Director, Policy Analysis and Evaluation Branch
Don Ogaranko

Director, Access Initiatives Branch
Gerry Denhart

Director, Apprenticeship and Trade Certification Board Secretariat/Educational Technology Branch
Wayne Nixon

APPRENTICESHIP AND TRADE CERTIFICATION DIVISION

MANDATE

The Apprenticeship and Trade Certification Division contributes to the achievement of Alberta's economic and social goals by influencing and facilitating apprenticeship and related industry-oriented training.

The division encourages industry to develop a suitably trained workforce and helps Albertans to develop the skills needed to take advantage of employment opportunities within the province.

ROLE

The division seeks to ensure that apprenticeship and industry training programs provide an adequate number and variety of appropriately trained workers to meet the anticipated needs of the province's industries. Partnerships with employers, employees, agencies and other governments, are initiated to improve consultation, increase the support for and raise the credibility of, apprenticeship and industry training. A high level of satisfaction is maintained by the division among both employers and workers in respect to apprenticeship training. The division also strives to enhance public awareness of the value of apprenticeship training; improve the mobility of workers engaged in apprenticeship and industry training; and, increase the participation of designated groups such as women, natives, persons with disabilities and visible minorities in the programs.

Apprenticeship training in Alberta is an industry-based system that combines skills-oriented on-the-job training with technical training through publicly and privately funded post-secondary institutions.

The system is based around the employer-apprentice relationship supported by an advisory network composed of the Apprenticeship and Trade Certification Board and Local and Provincial Apprenticeship Committees. It is administered and funded through Alberta Career Development and Employment, Alberta Advanced Education, and Canada Employment and Immigration.

The shared responsibility for apprenticeship training and certification in Alberta is reflected in the allocation of resources to its operation. A comprehensive review of the Apprenticeship and Trade Certification system in 1987 found that approximately $280 million was required to maintain this system within Alberta. The federal and provincial governments, together with the post-secondary institutions, collectively contributed approximately 26 per cent of that total, while employers contributed 64 per cent and apprentices the remaining 10 per cent.

DIVISIONAL ACTIVITIES

Industry's involvement in the Apprenticeship and Trade Certification Board and the above-noted committees is critical as this permits employers and employees to direct important activities such as training curricula, examinations and trade regulations. The federal government's role centers mainly on providing training allowance and unemployment insurance benefits to trainees attending technical training. Alberta Advanced Education and the province's post-secondary training establishments provide the necessary operation funds, facilities and instructional expertise.

The individual responsibilities and activities of each branch within the Apprenticeship and Trade Certification Division follows.

The scope and success of the Apprenticeship and Trade Certification system is reflected in the total apprentice registrations which in 1990 stood at 22,574. Of these, 8,043 were new apprentices. While the economy of Alberta has experienced dramatic shifts during the past decade, total and new registrations in the designated trades are increasing.

Programs Support and Registrar Branch

Supporting the development and maintenance of a skilled provincial labour force is the primary mandate of the branch. Implementing this mandate requires on-going interaction with institutional, federal and other provincial representatives. The main areas of focus for the branch are: co-ordinating apprenticeship and journeyman training and examination schedules; co-ordinating examination security and trade certification standards; and maintaining the electronic data-base used by Apprenticeship and Trade Certification programs. The branch's responsibilities are divided among three units: Trade Training and Institute Liaison; Examination and Certification; and Data and Records Control.

Trade Training and Institute Liaison co-ordinates apprentice and journeyman training in consultation with colleges and technical training institutes. Based upon annually estimated training requirements, this unit arranges classroom space, trainee quotas and training dates to meet industry's needs. Working in co-operation with provincial and federal

agencies, the unit also monitors classes by maintaining a base of information and statistics. In 1990, school attendance totalled 15,413, including 2,022 journeyman who completed technical training classes to update and upgrade their trade skills. Additionally, 3,628 apprentices graduated from their programs and obtained journeyman certification.

Examination and Certification Unit is responsible for the maintenance of provincial examination security and certification standards. This unit marks apprenticeship and journeyman examinations, evaluates the examination and classroom training results for apprentices, journeyman and pre-employment candidates, and issues trade certificates. In addition, it provides examination inventories and administrative support to regional examination locations.

In 1990, a total of 33,512 examinations were administered and 5,932 journeyman certificates issued, 3,060 of which qualified for a Red Seal Interprovincial endorsement. In addition, 1,764 Updating Course Cards were issued to certified journeyman.

Data and Records Control Unit co-ordinates the development and maintenance of a comprehensive electronic data processing system to maintain historic and current records for all Alberta journeyman and apprentices. This unit also provides administrative support functions such as word processing, bookkeeping, filing and data control. Additionally, this unit issues record books and updates individual training and certification records.

Program Development and Standards Branch

The mandate of Program Development and Standards concentrates on program development, which includes developing, revising and maintaining course outlines, examinations, record books and trade regulations for 53 designated trades. This mandate involves numerous meetings and contact with various apprenticeship committees to ensure industry is significantly involved in keeping curriculum relevant to, and current with, acceptable trade practices.

In addition, the branch reviews and approves accreditation for trade-related programs offered by post-secondary institutions in Alberta, with the standards being set by the Provincial Apprenticeship Committee for each trade.

One specific occupational survey was completed and progress is underway in response to five requests made by industry to designate new trades. The branch also developed and revised 15 course outlines, 47 trade examinations, eight trade regulations and 11 record books. These activities are directly related to the continual interaction with industry as reflected in the 28 Provincial Apprenticeship Committee meetings, 94 Provincial Apprenticeship Sub-Committee meetings, and 226 senior and joint instructor meetings organized during this year. The branch was also involved in a total of 455 liaison calls and other committee meetings in performing their duties.

The branch continued its management of the Competency Based Apprenticeship Training (CBAT) pilot project during 1990-91. CBAT is a new approach to the training of apprentices that allows each individual to progress through the training at a rate determined by his or her own capabilities and work experience. One of the branch's CBAT-related tasks was to assist with resolving various issues which were identified in the second year evaluation report. The branch also initiated the third year of CBAT operations and

commenced an evaluation process relative to this phase.

In 1990, the CBAT project included 630 first period apprentices, 570 second period apprentices, and 450 third period apprentices in the carpenter, electrician and welder trades. The Northern Alberta Institute of Technology, Red Deer College and Lethbridge Community College participated in the delivery of technical training. The welder program implemented the final third period modules at the beginning of the 1990-91 school term. The fourth period electrician and carpenter modules were also developed.

The branch also participated in the Interprovincial Red Seal Program. This program permits mobility to qualified trades people in the designated Red Seal trades throughout Canada. This is accomplished in co-ordination with the other provinces, territories and the federal government. In the interprovincial programs, examinations are available in 26 trades. The branch reviewed and revised examinations, and participated in the work of the Interprovincial Standards Examination Committee, developing four new interprovincial examinations while assisting in seven others and preparing reports of 15 National Trade Analyses and updating 12 Occupational Monographs.

The branch continued its work in developing and revising over 350 journeyman updating courses, which are designed to keep journeyman abreast of new technology in their trades.

Policy Analysis and Evaluations Branch

In January of 1990, the Programs Planning Branch became the Policy Analysis and Evaluation Branch. At this time, the branch shifted its focus to the analysis and evaluation of Apprenticeship and Trade Certification Division policies and programs.

The branch's primary responsibility is to investigate and recommend ways of enhancing the ability of Apprenticeship and Trade Certification to respond to changing economic, industrial and labour market conditions through development of a strategic planning and evaluation process. Also, the branch is responsible for: identifying and clarifying existing training and apprenticeship certification goals, objectives and policies; evaluating the effectiveness of existing training processes in relation to current and anticipated requirements of industry; and, recommending strategic direction to stakeholders in Apprenticeship and Trade Certification. Within its mandate the branch also undertook the following major activities:

Apprenticeship Awareness Promotion Program

Implementation of the first year of the Apprenticeship Awareness Promotion Program was completed in the spring of 1990 and consisted of an employer mail out and a mass media campaign directed at the general public. The goal of the mail out campaign was to increase participation in apprenticeship training, while the goal of the mass media campaign was to enhance the image of the trades and to promote awareness of the trades as a viable career choice. In the summer of 1990, responsibility for the second phase of the program was transferred to the Communications Branch, with direction from a Steering Committee comprised of representatives from Apprenticeship, Communications and Field Services.

Competency Based Apprenticeship Training (CBAT)

The branch was given the task of co-ordinating the implementation of the CBAT project (described in the Program Development and Standards Branch section). Full management responsibility for the CBAT

project, in 1990, was transferred to the Program Development and Standards Branch, with program evaluation responsibilities remaining with Policy Analysis and Evaluation.

Legislative Initiatives

In response to the need for a training framework to accommodate both present and future needs of Albertans, a comprehensive legislative framework was developed. It included a discussion paper entitled, "The Training and Certification of Alberta's Skilled Work Force", a proposal for an Industry Training Act, and a draft paper on designations and exemptions under the proposed Industry Training Act. The initial draft of the Industry Training Act legislation was shared with all those involved in the existing apprenticeship training partnership, and any others affected by the training of individuals in the labour force, through the public release of the above discussion paper.

To facilitate public comment and feedback on this discussion paper, the branch, as the Legislative Secretariat, undertook the following: analyzing and categorizing comments received from the public concerning the proposed legislation to identify major issues and trends; preparing responses of acknowledgement for all public comments received; developing and completing a telephone survey to determine employers' attitudes towards the initiatives in the proposed legislation and analyzing the results; organizing workshops for Provincial Apprenticeship Committee members to comment on the proposed legislation and analyzing the results; and, preparing reports and presentation materials on the results of the above activities for the Legislative Steering Committee and the Minister. These activities are ongoing and will continue into 1991-92, leading to the passage of legislation.

Access Initiatives Branch

The main objective of the Access Initiatives Branch is to help reduce the barriers encountered by individuals attempting to enter the Apprenticeship and Trade Certification program. Branch activities focused specifically on promoting the participation of women, Natives, persons with disabilities, and visible minorities in apprenticeship training in Alberta.

The major activity of the branch during the 1990-91 year was the research and development of the Trades and Technology Careers for Women (TnT) pilot project. This project is designed to assist companies in the development and implementation of employment equity objectives by "bridging" women from clerical and administrative positions into trade and technical positions within the company.

A 13-minute video entitled "Oh Brother!", was produced by the branch and released during Canada Career Week in November, 1990. The video, directed towards small and medium-sized Alberta employers, addresses the issue of adapting to the changing workforce.

During February and March of 1991, branch staff visited schools and malls throughout Alberta to promote apprenticeship training as a career option for young people, young women in particular. This campaign involved the production of apprenticeship promotional pencils and a T-shirt logo design contest.

In 1990-91, Access Initiatives Branch continued to provide apprenticeship examination assistance to registered apprentices with special needs.

Apprenticeship and Trade Certification Board Secretariat/ Educational Technology Branch

The Apprenticeship and Trade Certification Board Secretariat provides administrative, technical and research support to the Apprenticeship and Trade Certification Board. The Board requires a high level of information and support services in order to provide the Minister with quality advice regarding the delivery of apprenticeship and related industry-oriented training and certification programs. This involves receiving and co-ordinating input from the department as requested by the Board, and the co-ordination and development of information and reporting systems which strengthens the linkages between industry, the Board and apprenticeship administration.

The Educational Technology Branch investigates, assesses and designs alternate industry-oriented training programs, systems and delivery methods. This involves providing leadership in the review of current program delivery practices and the investigation of innovative approaches to program design and delivery. This ensures that training programs are at the leading edge of developments in educational technology, thereby enabling Alberta's apprenticeship system to initiate cost effective responses to contemporary training demands of industry. Pilot programs will be implemented concerning program delivery access to apprenticeship and to address perceptions surrounding apprenticeship as a career option.

Assistant Deputy Minister
Earl Mansfield

Executive Director, Program
Support Services
Jim Geekie

Director, Operations Support Services
Joe-Anne Priel

Director, Planning Support Services
Michael Carpenter/
Michele Kirchner (acting)

North Regional Director
Carole Powell

Fort McMurray Area Manager
Olie Schell

Grande Prairie Area Manager
Judy Panko

High Level Area Manager
Daniel Szoo

Peace River Area Manager
Darrell Williamson

Slave Lake Area Manager
Bill Smith

South Regional Director
Karen Fingas

Bonnyville Area Manager
John Irwin

Hinton Area Manager
Bill Sartorius

Red Deer Area Manager
Flo Frank (acting)

Vermilion Area Manager
Ed Kulak

Lethbridge Area Manager
Brad Gillespie

Edmonton Regional Director
Brian Lupul (acting)

Calgary Regional Director
Alan Edser

FIELD SERVICES DIVISION

MANDATE

Field Services Division is the department's primary delivery arm and provides the major link for individuals, employers and agencies who access Career Development and Employment services and programs.

ROLE

Field Services co-ordinates and controls the province-wide delivery of regionalized department services and programs. In co-operation with other divisions of the department, Field Services reviews the effectiveness of services and programs, as well as the current Alberta labour market and economic environment. It also works to improve these services and programs in response to needs identified at the direct service level. As well, it seeks to influence government departments and agencies at local levels so as to meet the needs of individuals and employers in Alberta.

OBJECTIVES

In November 1990, the specific objectives for the division for the balance of the fiscal year were updated and identified as follows:

1. Implementation of the new Labour Market Strategy - a renewed emphasis on industry-based training, particularly apprenticeship; a renewed emphasis on the development and operations of the department's Labour Market Information Centres.
2. Clarification of priorities - to ensure that all field offices are appropriately focusing their resources on primary objectives.
3. Commitment to quality service - to put into place those ongoing processes (e.g., "customer feedback") that will assist all staff to provide the best service possible to Albertans.
4. Working relationships - to work closely and co-operatively with the other divisions; to continue to expand and strengthen the community-based networking and influencing field offices have underway.
5. Organizational issues - to continue, and accelerate where possible, the decentralization of decision-making and the devolution of delivery responsibilities from corporate offices to field offices.

FIELD SERVICES DIVISION

DIVISIONAL ACTIVITIES

In 1990-91, Field Services continued its responsibility for the delivery of department services and programs. Regional field staff continued to provide labour market services in response to local economic circumstances. Increasingly, these services are delivered in partnership with other labour market stakeholders such as Employment and Immigration Canada, Alberta Family and Social Services, a variety of community organizations and private sector employers.

The Labour Market Strategy for the 1990s encompasses goals directly linked to this responsibility. Field Services staff focused attention on: the development of effective human resource planning and training methods for employers in preparation for the Skills Alberta program being implemented in April 1991; maintaining a supply of skilled individuals through apprenticeship and trade certification; increasing entry level skills of Albertans through pre-employment training initiatives; and providing individuals with counselling, workshops and labour market information throughout the province.

In April 1990, the Corporate Delivered Programs Branch (now the Programs Support Services Branch) was established to formally incorporate programs that had not yet been fully regionalized or were being delivered from a centralized perspective. Initial objectives of this branch were to further the decentralization of programs and services where appropriate and to manage the delivery of centralized programs, projects and initiatives. The branch remained responsible for direct delivery of such centralized programs as the Priority Employment Program (PEP); the Summer Temporary Employment Program (STEP); the Employment Skills and Special Placement Work Experience Programs; the Quebec/Alberta Student Employment Program and provincial co-ordination of Hire-A-Student. The branch also administered program support elements of Alberta Vocational Training, the Private Vocational School Program and the Tailor Made Training Program. Co-ordination and support for the Green Certificate Program, Alberta Vocational Training/Vocational Rehabilitation for Disabled Persons and the Career Information Hotline also fell under Corporate Delivered Programs activities.

Operations Planning Support Services, an internal consulting unit, provided planning and project management service, advice and assistance to management and staff within the division, and served as a link between Field Services and the divisions of Policy and Research, Apprenticeship and Trade Certification and Immigration and Settlement Services.

The Operations Support Services Branch was created and announced in March 1991. This consolidated responsibilities for:

(a) financial administration;
(b) human resource administration;
(c) training co-ordination;
(d) preparation and documentation of guidelines, rules and procedures;
(e) payroll claims function;
(f) data entry;
(g) EDP systems coordination;
(h) contract services;
(i) information services;
(j) central records;
(k) central reception/clerical support.

Also in March, the boundaries of the existing three regions were adjusted and four regional jurisdictions were established. The North and South Regions now contain five geographical areas each and the Calgary and Edmonton Regions encompass

the two major centres and their outlying communities.

While a considerable number of notable initiatives occurred across the province, several examples might be noted. A major focus in the Fort McMurray area was the identification of training needs among its Native population and the continued involvement in planning activities related to the OSLO project. In the Vermilion area, training programs were mounted and employment opportunities for local residents maximized through involvement with the Husky Bi-Provincial Upgrader Complex.

In the Edmonton Region, a pilot project was initiated to provide a one-stop information and service centre in Athabasca. Implementation plans are underway for an official opening in late 1991, thereby demonstrating effective partnerships with both the federal government and other provincial departments.

Field Services Offices were located in the following centres:

North Region (Headquarters, Peace River)

Peace River
Calling Lake
Fort Chipewyan
Fort McMurray
Grande Prairie
Fort Vermilion
High Level
High Prairie
Janvier
Slave Lake
Trout Lake

South Region (Headquarters, Edmonton)

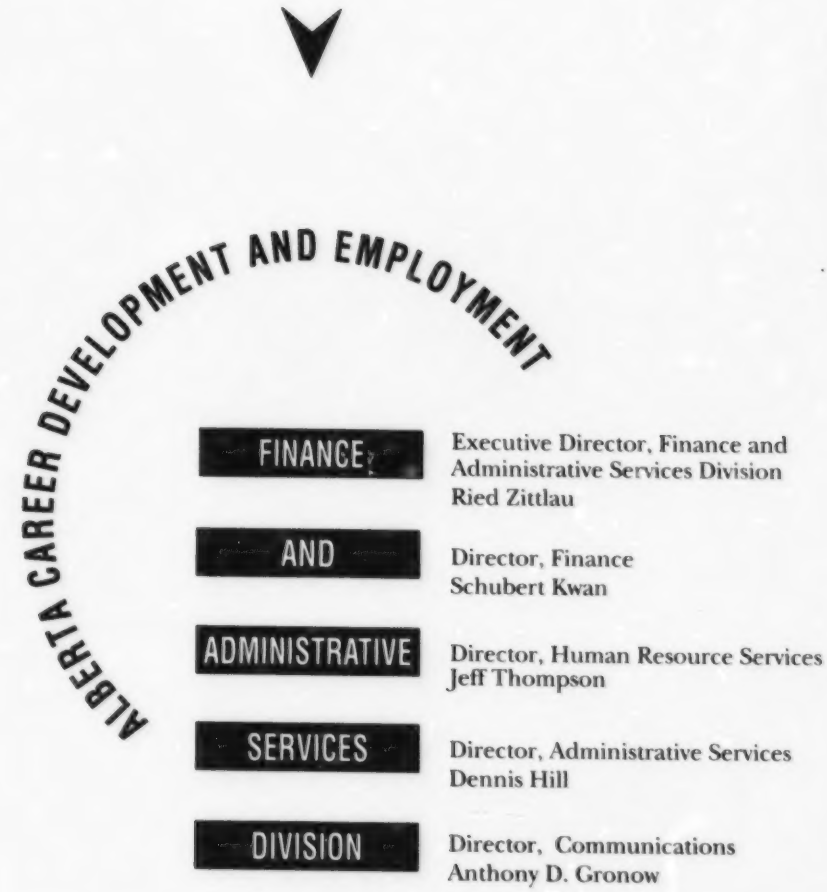
Ardmore
Bonnyville
Drayton Valley (Satellite Office)
Hinton
Lac La Biche
Lethbridge
Lloydminster
Medicine Hat
Pincher Creek
Red Deer
Rocky Mountain House
St. Paul
Vermilion
Whitecourt

Edmonton Region (Headquarters, Edmonton)

Edmonton
Camrose
Wetaskiwin

Calgary Region (Headquarters, Calgary)

Calgary


ALBERTA CAREER DEVELOPMENT AND EMPLOYMENT
FINANCE
AND
ADMINISTRATIVE
SERVICES
DIVISION
Executive Director, Finance and Administrative Services Division
Ried Zittlau
Director, Finance
Schubert Kwan
Director, Human Resource Services
Jeff Thompson
Director, Administrative Services
Dennis Hill
Director, Communications
Anthony D. Gronow

FINANCE AND ADMINISTRATIVE SERVICES DIVISION

MANDATE

The Finance and Administrative Services Division provides advice, direction and co-ordination in the development and operation of departmental support services.

ROLE

The division is organized into four branches: Finance; Human Resource Services; Administrative Services; and Communications.

The Finance Branch is responsible for the budgeting, disbursement, monitoring and control of departmental funds, and for the development and implementation of policies, procedures and financial systems that ensure efficient and effective financial management.

The Human Resource Services Branch is responsible for the planning, development, implementation and administration of human resource programs and for interpreting and advising on personnel policy.

The Administrative Services Branch is responsible for the provision of administrative services that include systems development, legislative and library services, records management and facilities management.

The Communications Branch is staffed by communications staff seconded from the Public Affairs Bureau. The branch is responsible for ensuring the public and news media are well informed of the department's programs and services.

DIVISIONAL ACTIVITIES

Finance Branch

The Finance Branch directs and monitors financial transactions and provides financial leadership and control for the department. The branch is responsible for the development of an effective budget planning and review process. The activities of the branch fall into three main areas: financial planning, accounts processing and audit.

Financial Planning

This unit is responsible for preparing the annual Estimates of Expenditure for all programs and services related to the mandate of the department.

The unit also monitors expenditures in relation to authorized budgetary levels and provides guidance and consultation to departmental managers in the areas of financial planning and fiscal administration. This responsibility is met through the production of financial control reports which include a Cash Flow Report, Salaries and Wages Control Report, Fixed Asset Control Report and a Program Expenditure and Commitment Forecast Report. These reports are designed to assist departmental managers with financial decision-making and in monitoring and forecasting their expenditures in relation to budgetary authority.

The unit also initiates and processes all budgetary transfers including transfers to other government departments for their participation and delivery of Career Development and Employment programs such as STEP, PEP, Employment Skills, Special Placement Work Experience, Job Readiness Training, Language Training, Federal Training Purchases and Skills Shortages Apprenticeship Training.

Accounts Processing

This unit processes all revenue and expenditure transactions for the department, other than employer's claims relating to labour market support programs. Approximately 20,700 invoices and expense claims were processed through the DFS/CFS system using remote data entry. The unit also administers accounts receivable through monitoring, control and collection of amounts refundable to the department.

In addition, the unit monitors and reconciles the processing of vocational training allowances for about 15,000 students annually, and processes wage commencements and timesheets for about 650 participants in work experience programs such as the Opportunity Corps Program and the employment support programs.

Audit

This unit provides an independent and objective review of the various labour market programs delivered by the department. To ensure the integrity of these programs, checks are made for compliance with program guidelines, terms and conditions. Corrective action is recommended to counteract undesirable trends and, on an on-going basis, to influence the modification of program guidelines where appropriate. During 1990-91, the audit unit conducted approximately 400 audits. The audit unit also reviews the financial and internal control systems of the department.

Administrative Service

The Administrative Services Branch provides advisory and support service relating to the development, operation and maintenance of departmental information processing systems and to the acquisition of appro-

priate information processing equipment. It is also responsible for legislative and library services, records management, facilities management, equipment and supply services, departmental mail and messenger services.

Accommodation Services

In 1991, Facilities Management and Records and Forms Services combined to become Accommodation Services. Accommodation Services provides support to department staff in the areas of Purchasing and Inventory, Facilities, General Services and Records and Forms.

Purchasing and Inventory

The unit co-ordinates the ordering and acquisition of all departmental fixed assets (other than EDP), furniture requirements and administrative supplies. During the year, the unit processed orders totalling $72,868 for departmental fixed asset purchases and $66,695 for furniture purchases. The unit also processed 1,128 orders for administrative supplies totalling more than $70,000. Bar coding of assets continued during the year with a total of 17 offices being completed. The Accommodation Services Inventory System now includes 12,844 items totalling $4,447,396.

The Purchasing and Inventory unit, together with staff from the Finance Branch, developed and delivered orientation sessions for departmental staff informing them of appropriate purchasing practices and procedures.

Facilities Services

Departmental re-organizations necessitated some changes within CityCentre, small renovations in the Peace River Provincial Building and interim space changes in the Grande Prairie Provincial Building. The Career Development Centre in Medicine Hat integrated and relocated to new space in the new Provincial Building. Expansion and upgrading occurred to the Fort McMurray Opportunity Corps in the Centennial Building. A new Opportunity Corps facility in Demerais moved well into the development stage. Space for a small satellite office in Edson was assigned and the search for space to house a new Career Development Centre commenced in Athabasca. Alarm systems were installed at the Opportunity Corps in Peace River, Ardmore and Lac La Biche.

In addition, Facilities Services managed the assignment of employee parking stalls in 35 lots throughout Alberta. One hundred and twelve telecommunication requests were processed, 250 maintenance service requests including internal staff relocations were handled, and approximately 200 identification photos were taken.

General Services

The unit managed the leasing and maintenance of 77 photocopiers and 45 facsimile machines throughout the province. Also, a total of 104 short-term, seasonal and permanent vehicles were leased to meet customer needs and General Services co-ordinated and managed the implementation of the Vehicle Credit Card system throughout the department. There were 37 insurance claims processed relating to vehicle and property management issues.

The Mail service moved four million pieces of mail. The use of bulk mailouts continued to realize cost savings for the department.

Records and Forms

Records staff oversee the management of the department's public records ensuring that proper maintenance, storage and disposal takes place. The unit offers in-house training courses, consultation and advisory services, as well as developing and maintaining policy and proce-

dures. During the year there was a reduction of 3,291 cubic feet of records through off-site storage and disposition. Records staff is also responsible for the production, distribution and updating of the department's Administrative Policy and Procedures manual and the Records Services Users Guide.

The number of official forms within the department was reduced by approximately 15 per cent, primarily due to the restructuring of a number of training and employment programs. The forms staff played a significant role in the design of forms being utilized in the Skills Alberta and Alberta Green Certificate Programs.

Legislative and Library Services

Legislative and Library Services provides services which support the development of the department's policies and programs.

Legislative Services is responsible for reviewing and co-ordinating the development or revision of provincial legislation related to Career Development and Employment. Together with Alberta Attorney General, Legislative Services also co-ordinates the provision of legal services to the department, and drafts, reviews and processes agreements entered into on behalf of the Minister.

During the year, Legislative Services worked closely with senior officials within the department in the development of legislation governing the training and certification of Alberta's skilled workforce. Legislative Services also worked with employees from the various divisions of the department to develop a policy on the conduct of appeals of decisions respecting department programs and a policy on the acquisition of services and criteria for the selection of contractors. The Appeal policy was approved by the Minister in December 1990.

Legislative Services received approval in principle from corporate managers to transfer to other areas of the department the responsibility for the completion and processing of certain delegated contracts and to work with Field Services Division on piloting such a transfer.

Library Services collects, organizes and disseminates information and provides information and research services to employees of the department, career practitioners and others concerned with or involved with issues, concepts and practices relating to career development, training and the labour market.

The collection of 13,000 books and documents, 600 periodical subscriptions, and 300 audio-visual items provides comprehensive coverage in areas pertinent to the mandate of the department.

In 1990-91 Library Services responded to 4,239 requests for information, processed 1,139 interlibrary loan requests and circulated 13,763 items.

Computer Services

Computer Services commenced the first year of a three-year plan to significantly increase the office automation capabilities of the department, as well as to establish a Local Area Network. Microcomputers, peripherals and communications equipment, in excess of $900,000 were acquired and installed.

During 1990-91, the Opportunity Corps Information System and the Contract Management System were partially completed as well as substantial work on the Skilled Trades Information System. These systems are all being integrated into a departmental Information System with a common user interface.
An organizational review of the Computer Services unit was initi-

ated in January and completed in February 1991. Corporate Management is currently reviewing the recommendations, many of which will be implemented in the 1991-92 fiscal year.

Human Resource Services Branch

The Human Resource Services Branch is responsible for providing recruitment, selection, classification and employee relations services to the department in a strong service orientation context. The branch also provides leadership and support services in the areas of employee training, career development, human resource information systems, human resource planning and occupational health and safety.

Recruitment and Classification

During the 1990-91 fiscal year, 56 competitions were held involving 1,867 applicants of which 442 (24%) were internal government applications. The number of classification transactions reviewed and finalized totalled 143, a 20 per cent increase over 1989-90.

Occupational Health and Safety

A number of occupational health and safety responsibilities (e.g., audiometric testing) that previously existed in Personnel Administration Office (PAO), were moved to the department during 1990-91, increasing the local responsibility for this activity. Additionally, PAO provided the department with a new computerized database for the storage of Workplace Hazardous Materials Information Services (WHMIS) related information.

Human Resource Planning

The Human Resource Planning process completed its first annual cycle and started its second cycle. Employees utilized and continued to support various components, such as the biographical profiles, career goals and forecasts. The department continues to grow in the use of this important process.

Human Resource Information Systems

Two major initiatives were undertaken in this area during 1990-91:

- the development of a highly automated position description/classification system to dramatically improve the managing of position information
- the development of an interactive automated organization chart system that, with the use of a microcomputer, allows for the immediate adhoc printing of organization charts and facilitates electronic online review and navigation through the organizational structure.

Training and Development

During the 1990-91 fiscal year, department staff actively participated in a variety of training events. Two major emphases of departmental training this year were in the delivery of Departmental Values workshops and information technology training. This year PAO transferred responsibility for management and supervisory courses to the University of Alberta and the Northern Alberta institute of Technology, which increased the utilization of external training resources. This resulted in 323 course requests being presented by vendors external to the Government of Alberta, while 546 were presented by PAO or the department itself.

Communications Branch

The Communications Branch performed a wide range of communications functions to ensure the public, government departments, agencies and media were well-informed about the programs and services offered by the department. These included: coordination of printing, graphic

design, audio-visual production and advertising services; media relations; public relations consulting services; and writing and editorial assistance. In doing so, the branch co-ordinated the promotion of departmental programs designed to help Albertans acquire the skills and training needed to be competitive in the global marketplace.

As part of ongoing internal communications efforts, the branch produced the staff newsletter on a quarterly basis and provided a daily newspaper clipping service to senior staff.

Communications counsel was provided to the Minister's office, senior officials and other members of the department. As well, speaking notes were prepared for the Minister on a regular basis.

During the year under review, public and media interest in the department remained high and the branch responded to a large volume of media enquiries. The branch launched the second phase of the Apprenticeship Awareness Program in February 1991, which was aimed primarily at students. In addition to co-ordinating extensive advertising and a direct mail campaign, the branch developed a series of promotional decals for companies or organizations actively participating in apprenticeship training.

In co-operation with the Immigration and Settlement Division, other provincial government departments, the federal government and immigration agencies, Communications helped promote one of Alberta's most successful Immigration Weeks, November 26-30, 1990. Many special events were held in communities throughout the province including a Gala Opening at the Westin Hotel in Edmonton, Group Landing Ceremonies in Edmonton and Calgary, and numerous open houses, displays and keynote speaker presentations.

In co-operation with the Access Initiatives Branch, Communications developed the video, "Oh Brother!", which won a Gold Award at the International Television and Video Association Awards. Targeted at Alberta employers, the basic message of the video is to get business people to consider the possibility that changing the way they look at recruitment and hiring may actually make good business sense.

ALBERTA CAREER DEVELOPMENT AND EMPLOYMENT
IMMIGRATION
AND
SETTLEMENT
DIVISION

IMMIGRATION AND SETTLEMENT DIVISION

MANDATE

The Canada/Alberta Immigration Agreement delineates federal and provincial responsibilities for immigration and settlement. Although the Agreement expired in November 1989, it has been extended by mutual consent until negotiations for a new immigration agreement are complete.

Accordingly, Alberta Career Development and Employment, and specifically Immigration and Settlement Division, has the primary provincial mandate for immigration and settlement issues in Alberta.

ROLE

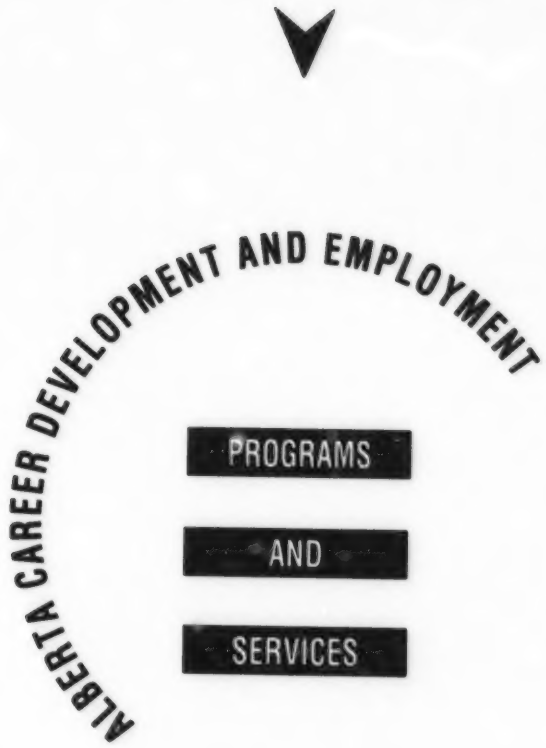
In the summer of 1990, Immigration and Settlement Programs, formerly under the Policy and Program Development Division, achieved division status. The division is organized into four branches: Immigration Bridging Programs, Immigration Programs, Settlement Programs, and Policy and Planning. The latter, created to develop provincial immigration policy and Alberta's position and strategy with respect to federal/provincial immigration negotiations, received direction from Cabinet to proceed with a new Canada/Alberta immigration agreement emphasizing a partnership role with the Federal government.

DIVISIONAL ACTIVITIES

To ensure consistency in policy interpretation and operational direction between both orders of government on immigration into Alberta, the department co-chaired, along with Employment and Immigration Canada, a joint committee on policy and an implementation committee which co-ordinates program delivery.

The division provided funding support for community-based immigrant aid organizations, administered provincial responsibilities in the Business Immigration Program, provided funding for specialized English as a Second Language training, and developed informational materials for prospective immigrants and newcomers.

Federal changes to the Investor Program regulations placed Alberta in a more competitive position with respect to other provinces, creating greater challenges for the division.


ALBERTA CAREER DEVELOPMENT AND EMPLOYMENT
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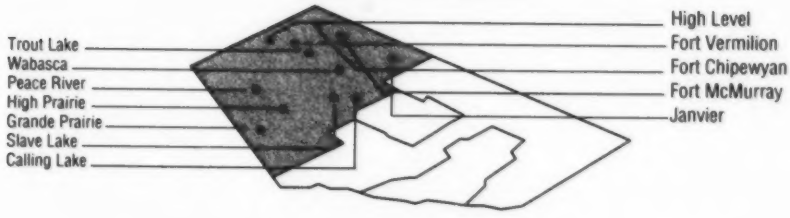

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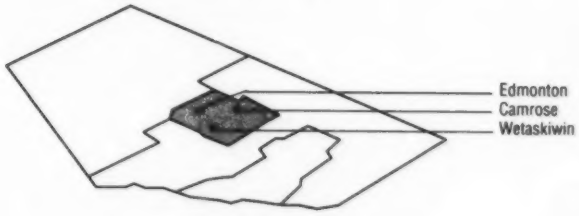

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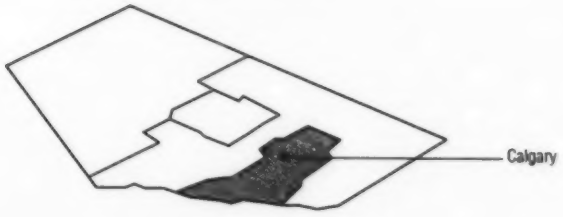

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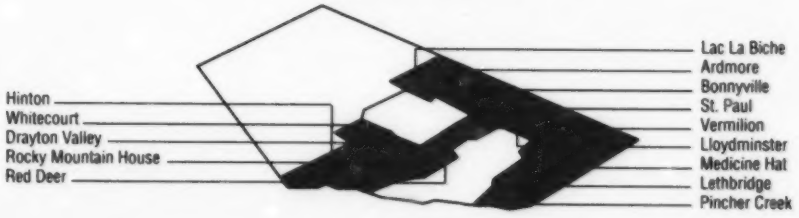


Alberta Career Development Centres (CDCs)

Alberta Career Development Centres (CDCs) are the decentralized delivery arm of Field Services Division.

Area field offices, located throughout the province of Alberta, provide "one stop shopping" for all decentralized departmental programs and services. Authority for decision making is vested with area field offices, allowing for a better understanding of local needs with more flexible and rapid response.

The following programs and services can be accessed through CDCs:

1) Alberta Apprenticeship and Trade Certification Program
2) Alberta Career Counselling Program
3) Alberta Employment Alternatives Program
4) Alberta Opportunity Corps Program
5) Alberta Training Program
6) Alberta Vocational Training Program - Student Support
7) Alberta Vocational Rehabilitation of Disabled Persons Program
8) Alberta Youth Employment and Training Program
9) Labour Market Information Centres
10) Support for Special Needs Groups
11) *Whitecourt Learning Centre

*Available only at Whitecourt Career Development Centre

Alberta Apprenticeship and Trade Certification Programs

Field Consultants, operating out of the Career Development Centres (CDCs) throughout Alberta, are the primary government contact for industry and their employees for vital apprenticeship and certification information. They counsel individuals on apprenticeship and certification training, journeyman updating and journeyman certification regarding regulations, equivalencies, general apprenticeship entry information and general trade information. While the Field Consultant's mandate includes ensuring application and enforcement of the Manpower Development Act, they strive to maintain a positive relationship with industry, employees and the general public to encourage training excellence and the meeting of certification needs.

Field Consultants act as ambassadors to the general public and industry. Through office and job site visits, they maintain continual contact with industry and their employees. They promote the Apprenticeship Training system and maintain public visibility by participating in trade shows and community/educational institutions, open houses, and performing several hundred high school presentations during the year. This activity also involves regular visits to education institutions to ensure that needs of the instructors and apprentices attending technical training are met. They also chair the Local Apprenticeship Committee meetings which are the official interaction between industry and government on apprenticeship matters.

The operational emphasis of the program is interaction; the Department Field Consultants with industry and the general public. People make Apprenticeship and Trade Certification work.

Alberta Career Counselling Program

Career counsellors in each centre offered programs and services designed to assist adult Albertans in effectively planning their careers. Activities include:

- individual and group counselling
- job search techniques
- occupational decision making

- referrals for education, training and student support services.

A major emphasis is placed on career development services for unemployed Albertans. Counsellors continued to emphasize group workshops such as: Career Planning, Occupational Choices seminars, Job Search Strategies, Career Transitions, Career Decision Making and Job Dissatisfaction. In many centres, staff offer a number of Training for Trainers workshops designed to increase the skills and knowledge of community organizations and agencies.

A variety of career counselling services for youth were provided during the year in conjunction with the department's Alberta Youth Employment and Training Program. Counsellors provided information to individuals about the programs and certified those people hired under the Youth Work Experience element.

Alberta Employment Alternatives Program (EAP)

The Employment Alternatives Program provided private sector employers with wage and training subsidies. The purpose of the program was to help social assistance recipients and individuals who had exhausted their unemployment insurance benefits within the past year to re-enter the work force. The program was designed to assist individuals overcome special employment barriers typically experienced by those who lack recent work experience.

Pre-employment training, life skills training, and individual and group counselling provided by private contractors prepared individuals to enter the work force.

Alberta Opportunity Corps Program (OCP)

The purpose of the Opportunity Corps is to develop the employment-related skills of Albertans who are incapable, ineligible, or unable to gain employment or enter more formal training programs. The Opportunity Corps encourages the enhancement of proper work habits, self-confidence and the ability to set career goals. It offers trainees the opportunity for personal growth and the chance for more positive relationships within their families, communities and working environment.

In addition, the Corps helps communities to carry out projects that benefit its residents. A broad range of Corps projects assist in the development of social and recreational services such as the construction or renovation of community facilities and the development of parks.

To develop employment-related skills, a wide variety of program activities are offered. These activities include work experience projects, life skills training, academic upgrading and short courses which provide exposure to a number of apprenticeship trades.

During the 1990-91 year, the Opportunity Corps operated in the communities of Slave Lake, Calling Lake, Janvier, Fort McMurray, Fort Chipewyan, Trout Lake, Wabasca/Desmarais, High Prairie, Peace River, Fort Vermilion, High Level, Ardmore, Lac La Biche and Rocky Mountain House.

Alberta Training Program

The Alberta Training Program was designed to assist employers to train permanent employees in medium and high skill occupations. It was not intended to act as a means to retain qualified staff, nor was it intended to act as an ongoing funding source to establish company training programs.

As an element of the Alberta Training Program, the Green Certificate is a training program administered by Alberta

Agriculture. Career Development and Employment, through the Alberta Training Program, may provide funding to employers of farm workers who have been approved by an Alberta Agriculture Farm Training Specialist.

Alberta Vocational Training (AVT) Program - Student Support

The purpose of the Alberta Vocational Training (AVT) Program Student Support Program is to provide unskilled, unemployed, economically disadvantaged adult Albertans with training so they may acquire the skills they need to enter the labour market. Students receive tuition and a training allowance while in training.

The Enhanced Alberta Vocational Training Program offered additional training or re-training for unemployed Albertans who already possessed skills, but required skill updating or additional training to obtain employment.

Training is supported at a wide variety of institutions across the province and focuses on basic, foundation skills development and short term skill training.

Alberta Vocational Rehabilitation of Disabled Persons (VRDP) Program

The program is cost-shared with the federal government under the Vocational Rehabilitation of Disabled Persons (VRDP) Agreement. Through the program, VRDP offers vocational assessment and career counselling to persons with disabilities who wish to enter or re-enter the labour market. Financial support is provided to assist persons with disabilities to undertake training at post secondary institutions or through training on the job. Specialized equipment and services such as tutors and interpreters were also provided to eligible applicants.

VRDP also provided specialized equipment and services to individuals in vocational crisis and to employers who modified their worksites to enable employment of persons with disabilities. Through special projects, VRDP provided institutionally based counselling and supports to students with learning disabilities and students with physical disabilities.

In 1990-91, a joint assessment pilot was established between Career Development and Employment and Family and Social Services to assist persons in receipt of Assured Income Benefits of access to training.

Alberta Youth Employment and Training Program

The Alberta Youth Employment and Training Program was designed to offer an opportunity to youths and post-secondary graduates to gain work experience, job training and skill development, by offering employers incentives to hire and train these people. The objective is to create dynamic employment opportunities of a permanent or semi-permanent nature in which both the employee and employer benefit.

The program consists of two elements:

1) Post-Secondary Internship and Training element for recent post-secondary graduates who are unemployed.
2) Youth Work Experience and Training element for unemployed youth between the ages of 16 and 24. Half-day career guidance workshops were offered through Career Development Centres and/or the Youth Employment Services Centre.

Labour Market Information Centres

Alberta Career Development and Employment is establishing and supporting a province wide net-

work of Labour Market Information Centres (LMIC). These LMICs assist individuals to make appropriate labour market decisions by using the best possible information available.

Each Centre will ultimately:

- have a collection of quality information on the Alberta Labour market at local, regional and provincial levels
- provide accessible labour market information to Albertans
- satisfy labour market information needs of Alberta's individuals, businesses, educational and community organizations and other government departments
- provide information and services that support the department's goals, programs and services provided for Albertans.

In 1990-91, a major LMIC resource enhancement project was completed ensuring 23 LMICs possessed a core collection of materials, audio visual equipment and video tapes.

Support for Special Needs Groups

Financial support was provided to six non-profit Community Agencies who provide employment counselling and/or employment placement services to Albertans faced with employment barriers. Each organization is administered by its own Volunteer Board of Directors.

The agencies include the Over 45 Group Society (Placement 45), Opportunity 45 Society, Lethbridge Access 45 Society, Nation Employment Services Association, Distinctive Employment and Counselling Services, and the YMCA - Edmonton.

Whitecourt Learning Centre

The Whitecourt Learning Centre was a pilot project targeted at disadvantaged adults with low levels of academic skills.

It utilized a computer-based curriculum to upgrade academic skills (PLATO) and incorporated counselling, life management training, job readiness, career planning and job search skills into the program. A work experience component consisting of on-the-job placement with community employers rounded off the training excellence.

The pilot project, in operation for five consecutive terms, has proven to be successful with the re-integration of many individuals into the work force. The instructional model has the potential to be applied to a number of different communities and environments. Career Development and Employment and the Pembina Educational Consortium began to develop plans whereby the centre will become part of the consortium's ongoing operations in Whitecourt. This change will occur in the 1991-92 fiscal year.

Programs and Services Offered Centrally

The following programs and services are managed centrally and can be accessed through Alberta Career Development and Employment central headquarters:

1) Training Programs:
   - Alberta Vocational Program - Support
   - National Institutional Training Program
   - Private Vocational Schools Program
   - Tailor-Made Training Program

2) Employment Programs:
   - Alberta International Marketing Employment Program
   - Employment Skills Program
   - Hire A Student Program and Provincial Council
   - Priority Employment Program
   - Quebec/Alberta Student Employment Exchange Program
   - Special Placement Work Experience Program
   - Summer Temporary Employment Program

3) Information Services:
   - Career Information Hotline

4) Immigration and Settlement Programs:
   - Immigration Bridging Programs/English as a Second Language (ESL)
   - Immigration Programs
   - Settlement Programs

Training Programs

National Institutional Training Program (NITP)

This is a federal-provincial program, pursuant to The National Training Act, under which the province provides educational services while the Canadian government contracts to purchase a certain number of training places in post-secondary institutions. The federal government reimburses the province for a portion of its costs and supplies financial assistance directly to federally-sponsored students in the form of training allowances or unemployment insurance funds.

Under the apprenticeship part of this program, the federal government purchases institutional training on behalf of apprentices scheduled by the Apprenticeship and Trade Certification Program of Alberta Career Development and Employment. It also provides financial assistance to apprentices while they are undergoing the institutional portion of their program.

Private Vocational Schools (PVS) Programs

This program compliments regular Alberta Vocational Training by providing assistance to unemployed persons who are obtaining training or retraining through licensed private vocational schools operating in Alberta. Demand for training in automated office procedures and computer drafting remained strong.

Tailor-Made Training Program

The purpose of the Tailor-Made Training Program is to support economic diversification by providing special training support to new or expanding companies involved in initiatives that will help the Alberta economic diversification strategy. The program provides special assistance to firms to meet the unique training needs encountered during the start-up phase of new operations. Finding support is on a one-time basis and is not intended to support on-going training. The program assists eligible employers by covering a portion of direct training costs.

Employment Programs

Alberta International Marketing Employment (IMEP) Program

The Alberta International Marketing Employment Program was established to foster the development of export marketing operations in Alberta. The program provides post-secondary graduates with the opportunity to gain first-hand experience in the international marketing of Alberta's products or services.

Employment Skills Program (ESP)

The objective of the Employment Skills Program is to provide social assistance recipients with work experience in provincial government departments and publicly-funded organizations. The program was administered by Alberta Family and Social Services and funded by Alberta Career Development and Employment.

Hire A Student (HAS) Program

The Alberta Hire A Student (HAS) program is unique in Canada because it is jointly sponsored by the federal and provincial governments, business, community and students' groups concerned with the placement of students in summer jobs.

While the major sponsors (Alberta Career Development and Employment, Alberta Chamber of Commerce and Canada Employment and Immigration Commission) provide funding support and resource personnel, each Hire A Student centre is autonomously operated by a local committee of volunteers.

The objective of the program is to help students find summer jobs and to provide a service to employers. This is achieved by establishing summer employment placement offices and by providing students with job search information, resume writing and interview skills. These services, offered through 78 HAS centres in Alberta, enabled over 36,000 job orders to be filled. Provincial expenditures totalled $502,098.

The Hire A Student Provincial Council advised on issues affecting the placement service of the Alberta Hire A Student Program. It facilitated the participation by the co-sponsors of the program, including the Alberta Chamber of Commerce, local chambers and community groups, the Government of Alberta and the Government of Canada.

The council provided a channel for the communication of student employment needs and also helped communities create and sustain the program.

Priority Employment Program (PEP)

The objective of the 1990-91 Priority Employment Program was to provide employment opportunities for unemployed Albertans during the winter months. The program had one element; the Community Employment element.

Non-profit organizations, municipalities, remote and isolated communities, Indian Bands and Metis Settlements were all eligible to participate in the Community Employment element.

This program was completed March 31, 1991.

Quebec/Alberta Student Employment Exchange Program (Q/A)

The Quebec/Alberta Exchange Program provides the opportunity for post-secondary students from Quebec and Alberta to gain valuable work experience related to their field of study. It also allows students to enhance their second language skills and to learn about another provinces culture.

The program is jointly sponsored by Alberta Career Development and Employment, the Ministry of Industry, Commerce and Technology and the Secretariat of Canadian Intergovernmental Affairs for the government of Quebec.

Special Placement Work Experience Program (SPWEP)

The objective of this year-round program is to assist disabled and disadvantaged Albertans to obtain and maintain meaningful employment in the Alberta Public Service. Work experience opportunities of up to six months duration are provided in provincial government departments.

Summer Temporary Employment Program (STEP)

The objective of the Summer Temporary Employment Program (STEP), which began in 1972, is to create temporary employment opportunities for students and unemployed Albertans during the months of May, June, July and August.

The program has three elements: the Provincial Government Department element, the Career Work and Experience element and the Summer Farm element.

Provincial government departments, municipalities, non-profit

organizations, Indian Bands and Metis Settlements, publicly-funded organizations and farmers are eligible for STEP funding.

Information Services

Career Information Hotline

The Career Information Hotline responds to career information and referral needs of Albertans through a toll free telephone service. Inquiries originate from individuals, career practitioners, employers and educators. Consultants are able to provide: general career related information (e.g., career planning, job search, resume writing, etc); educational descriptions; occupational details; information on Career Development and Employment programs and services; and referrals to appropriate agencies and services throughout Alberta.

Approximately 28,000 inquiries were dealt with through the Hotline in 1990-91.

Immigration and Settlement Programs

Immigration Bridging Programs

Alberta Career Development and Employment, in keeping with its training, immigration and settlement responsibilities, assumes the lead role in policy, planning and co-ordination of adult English as a Second Language (ESL) programs in Alberta.

On January 1, 1991, the ESL Secretariat was expanded to Immigration Bridging Programs. Immigration Bridging Programs includes the responsibilities of the ESL Secretariat with regards to adult ESL, as well as the development of initiatives which are directed at the host community. These programs recognize that integration of immigrants in Alberta necessitates accommodation and adaptation by newcomers as well as the host society.

Immigration Bridging Programs continues to administer operating grants to ESL vocational assessment and referral centres in Edmonton and Calgary. These two centres, housed in immigrant aid organizations, assist newcomers in assessing their individual needs and selecting appropriate training. In 1990-91, over 3,000 immigrants were assisted by the assessment and referral centres. As well as providing direct service to immigrants, the centres provide regular and comprehensive reports to Immigration Bridging Programs which enable monitoring of ESL training needs and trends.

Immigration Bridging Programs provides funds for specialized ESL training such as English for Special Purposes and English in the Workplace. In 1990-91, over 2,000 immigrants participated in 42 specialized language training projects. These included:

- English for Trades such as English for Welders and English for Machinists/ Millwrights
- English for Special Purposes such as bridging programs to assist immigrants enter academic upgrading programs
- English in the Workplace projects to enable immigrants to access language training at work.

Initiatives which assist in bridging newcomers to mainstream services included the community, health and legal interpreters training programs.

Immigration Programs

Immigration Programs provides information and counselling regarding the requirements and procedures related to economic and social immigration into Alberta. This service was delivered to Alberta residents, Alberta businesses and employers and prospective immigrants.

Elements of immigration administered by the provincial immi-

gration program included: the investor, entrepreneur and self-employed categories of the Business Immigration Program; employer counselling and information related to labour force recruiting; information and assistance related to border crossing requirements; international exchange programs and foreign worker movements.

Settlement Programs

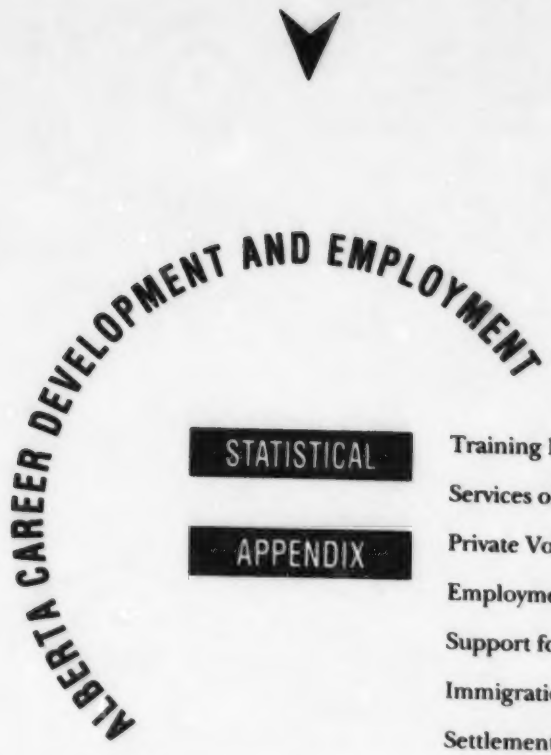
Settlement Programs assists voluntary organizations and mainstream human service agencies to deliver services to newcomers. This is accomplished through the provision of grants, consultation, program development assistance, and development and co-ordination of settlement activities.

During the 1990-91 fiscal year, Settlement Programs provided support to several volunteer organizations through a federal/provincial grants program. The Integrated Service Program (ISP) is a partnership between the federal and provincial governments and the volunteer sector. The federal government, through Canada Employment and Immigration, and Alberta Settlement Programs jointly review applications for funding and monitor the delivery of settlement services. This has supported greater co-operation and co-ordination of settlement services on the part of both governments and the voluntary sector.

Operating grants were provided to 13 immigrant aid organizations in Calgary, Camrose, Edmonton, Grande Prairie, Lethbridge, Medicine Hat and Red Deer. The direct services provided by these organizations included reception, orientation, interpretation/translation, employment counselling and referral. In addition to the 25,000 immigrants assisted by paid staff, volunteers in funded immigrant aid organizations contributed more than 144,000 hours of service in 1990-91. Settlement Programs also granted special project funding to enable community-based, mainstream organizations, municipalities and institutions to undertake temporary projects to improve the on-going delivery of services to immigrants.

On behalf of group sponsors of refugees such as churches, Settlement Programs covers the Alberta Health Care Insurance premiums for privately sponsored refugees for the first 12 months in Alberta. In 1990-91, approximately 1,400 refugee households were assisted.

Settlement Programs staff continued to develop, update and distribute printed materials to newcomers and those who work with them. Publications such as the Directory of Immigrant Aid Organizations in Alberta, Immigration Overview to Alberta and Directory of Licensing and Certification Bodies in Alberta, continued to be updated and widely distributed. Settling in Alberta, an orientation book for newcomers to Alberta, was made available in ten languages other than English.



STATISTICAL APPENDIX

Training Programs

Services of AVT/EAVT/VRDP

Private Vocational Schools Program

Employment Programs

Support for Special Needs Groups

Immigration Programs

Settlement Programs

Immigration Bridging Programs/English As A Second Language (ESL) Secretariat

Female/Male Participation in Apprenticeship

Information Development and Marketing Branch Publications

Immigration and Settlement Publications

APPENDIX

TABLE 1

Training Programs 1990-91

Expenditures and Estimated Number of Trainees Funded

Program	Expenditures	Estimated Number of Trainees
Alberta Training Program (ATP)	$ 9,662,975	7,695
Alberta Youth Employment and Training Program (AYETP)	6,804,087*	2,532
Tailor-Made Training (TMT)	1,014,978	N/A
Totals	**$17,482,040**	**10,227**

* An additional $85,000 was expended on the Calgary Youth Employment Centre and YMCA Entrepreneur Program.

TABLE 2

AVT Program and Student Support 1990-91

Institutions	Number of Students Admitted to Training			Number of Possible Student Days of Training		
	Alberta Vocational Training (AVT)	Ehanced Alberta Vocational Training (EAVT)	Vocational Rehabilitation of Disabled Persons (VRDP)	Alberta Vocational Training (AVT)	Enhanced Alberta Vocational Training (EAVT)	Vocational Rehabilitation of Disabled Persons (VRDP)
Technical Institutes	699	214	39	83,678	16,291	3,239
AVCs	12,309	6	55	1,169,768	525	4,940
Private Schools	786	79	15	74,555	1,594	1,118
Universities	45	-	44	3,825	-	3,059
Community Colleges	6,009	685	183	542,524	38,517	18,082
Agricultural Courses	-	-	-	-	-	-
Community Vocational Centres	-	-	-	-	-	-
School Boards	1,963	40	14	143,024	2,706	1,103
Out of Province			18			1,540
Others	5,304	260	7	78,711	3,530	830
Totals	**24,685**	**1,435**	**363**	**2,135,041**	**99,710**	**33,911**

APPENDIX

TABLE 3

Private Vocational Schools Program 1990-91

Total Number of Schools		15
Estimated Number of Trainees		726
Total Training Expenditures	**$1,906,902**	

TABLE 4

National Institutional Training Program 1990-91

Type of Training		**Trainees**
General Purchase		
Technical Institutions	326	
Alberta Vocational Centres	3,081	
Community Colleges	1,919	
Others	444	
	5,770	
Apprenticeship		**5,770**
Private Trade Schools		13,660
		830
Total		**20,260**

APPENDIX

TABLE 5

Employment Programs 1990-91

Expenditures and Positions Funded

Program	Expenditures	Positions Funded
Priority Employment Program (PEP)	$ 4,591,181	1,575
Summer Temporary Employment Program (STEP)	19,077,752	8,670
Employment Alternatives Program (EAP)	7,711,920*	3,553
Employment Skills Program (ESP)	4,614,955	1,051
Special Placement Work Experience Program (SPWEP)	515,107	117
Alberta Interational Marketing Employment Program (IMP)	637,314	44
Quebec/Alberta Student Employment Exchange Program (Q/A)	244,842	45
Total	**$37,393,071**	**15,055**

*** An additional $6,804,807 was expended for Employment Preparation Training. Number of clients served as 15,950.**

TABLE 6

Support for Special Needs Group 1990-91

Organization	Activitity	Expenditures
Placement 45, Edmonton	Employment Placement	$ 125,105
Opportunity 45, Calgary	Employment Placement	209,185
Access 45, Lethbridge	Employment Placement	97,880
YMCA, Edmonton	Employment Placement	206,080
Distinctive Employment Counselling Services, Edmonton	Employment Readiness	185,485
Native Outreach Association	Employment Placement Promotion and Support	859,064
Total		**$1,682,799**

APPENDIX

TABLE 7

Immigration Programs

Business Immigration Visas Issued*	198
Investment Funds Available*	$145,672,000
Immigration Enquiries	9,500

* Data based on calendar year 1990 preliminary.
Source: Federal Immigration Statistics

TABLE 8

Settlement Programs

Operating Grants to Immigrant Aid Organizations	$1,632,809
Clients Served by Immigrant Aid Organizations	26,000
Hours Contributed by Volunteers to Immigrant Aid Organizations	122,000
Special Project Grants to Improve Service Delivery to Immigrants	119,191
Health Care Premiums Paid on Behalf of Private Sponsors of Refugees	380,000
Refugee Households benefitting from Health Care Premium Coverage	1,684

TABLE 9

Immigration Bridging Programs/ English As A Second Language (ESL)

1990-91 ESL and Vocational Assessment and Referral Centres

Operating Grants	$410,000
Clients Assessed and Referred	3,867

1990-91 ESL Special Language Training Initiatives

Budget	$1,500,000
Students	2,283

TABLE 10

1990 Female/Male Participation in Apprenticeship

Trade	Female Total	Male Total	Combined Total
Agriculture Mechanic	0	68	68
Appliance Serviceman	1	80	81
Autobody Mechanic	7	834	841
Baker	73	147	220
Barber	4	7	11
Beautician	1,043	112	1,155
Boilermaker	0	102	102
Bricklayer	0	100	100
Cabinet Maker	19	405	424
Carpenter	22	1,822	1,844
Cement Finisher	0	15	15
Communication Electrician	8	102	110
Cook	304	763	1,067
Crane and Hoisting Equipment Operator	0	113	113
Electrical Rewind Mechanic	1	55	56
Electrician	26	2,748	2,774
Electronic Technician	4	154	158
Floor Covering Mechanic	0	82	82
Gasfitter	1	129	130
Glassworker	2	146	148
Heavy Duty Mechanic	2	1,654	1,656
Instrument Mechanic	10	773	783
Insulator	10	189	199
Ironworker	0	70	70
Landscape Gardener	72	240	312
Lather-Interior Systems Mechanic	1	62	63
Machinist	6	454	460
Millwright	3	783	786
Motor Mechanic	15	2,626	2,641
Motorcycle Mechanic	0	60	60
Painter and Decorator	13	158	171
Partsman	101	619	720
Plumber	1	1,026	1,027
Power Lineman	0	192	192
Power System Electrician	1	95	96
Printing & Graphic Arts Craftsman	87	238	325
Recreation Vehicle Mechanic	0	89	89
Refrigeration and Air Conditioning Mechanic	0	273	273
Roofer	0	78	78
Sawfiler	0	31	31
Sheet Metal Worker	3	533	536
Sprinkler Systems Installer	0	88	88
Steamfitter-Pipefitter	0	384	384
Steel Fabricator	1	67	68
Tilesetter	2	59	61
Transport Refrigeration Mechanic	0	22	22
Water Well Driller	0	45	45
Welder	17	1,822	1,839

	Female Total	Male Total	Combined Total
Totals	**1,860**	**20,714**	**22,574**

APPENDIX

TABLE 11

Information Development and Marketing Branch Publications

The following publications/materials were produced, revised, reprinted or out-of-print:

1. New Publications/Posters:

Career Development News - May and September 1990 issues and January 1991 issue
Children, Challenges and Choices - Single Moms Planning Tomorrow
Dream, Dare, Do, Science Poster
Rural Women as Busines Entrepreneurs Leaders' Guide and Workshop Manual
Women in the Workplace Workshop Manual
You're Ahead With a Good Attitude Poster

2. Revised Publications/Posters:

Guide to Setting Up a Career Resource Centre
Learning At Home: Distance Education Courses in Alberta, Manitoba and Saskatchewan
Post-Secondary Education Programs

3. Reprinted Materials:

Adult Back to School Book, The
Are You Cut Out to be an Entrepreneur?
Changing Course Midstream
Easy-to-Read Career Planning Guide
Girl with Hats Poster
I Love My Job Buttons
In Praise of Older Workers
Job Seekers' Handbook

Occupational Profiles Packages:

Administration and Management
Architecture, Environmental Planning, Engineering and Related Technologies
Arts
Clerical
Services
Social Sciences/Services
Teaching

Picture Yourself in the Future Poster
Rhymes-They-Are-A-Changing Plastic Bags and Poster
Sally Forth Poster
Skills Are Your Passport
Volunteerism - Building Futures

4. Out-of-Print Materials:

Directions - A Woman's Guide to Returning to Work
I Wanna be a Sturgeon Poster

TABLE 12

Immigration and Settlement Services Publications

Settling in Alberta

Alberta - Getting the Facts...

Directory of Certification and Registration Bodies for Professionals and Occupations in Alberta

Immigrant Aid Organizations in Alberta Directory

Resource Centre Bibliography

Alberta Business Immigration Program (Brochure)

Alberta Business Immigration Program Summary

Investor Category: Specific Projects and Privately Administered Investment Syndicates

Guidelines for Alberta Organizers

Alberta News

Immigrant Settlement in Alberta (Alberta Settlement Programs Service Delivery Trends of Immigrant Aid Organizations)

Settlement Newsletter

New Albertans, A Resource Book on Immigration and Settlement in Alberta